



DEPARTMENT OF FAMILY AND SUPPORT SERVICES
Youth Services Division
Youth Service Coordination and Navigation Model
2021 Scope of Services

Contract Term: January 1, 2021 through December 31, 2021

Program and Delegate Information

Program Model: **Service Coordination and Navigation for Youth at the Highest Risk of Violence (SCaN)**

Agency Name:

PO Number:

Grant Amount:

Number of youth: 48

Delegate Agency Information

Agency Name:

Agency Address:

City, State, Zip Code:

Executive Director Name:

Executive Director Phone:

Executive Director Email:

Fiscal Contact Name:

Fiscal Contact Phone:

Fiscal Contact Email:

Program Staff Contact Name:

Program Staff Title:

Program Staff Contact Phone:

Program Staff Contact Email:

Facility/Site Information:

List name of facility(ies) and address(es) where services are provided. Also include amount of contract allocated per site and estimated number of clients to be served at each site.

Site Name	Address Number	Direction	Street	Ward	Days of Operation N/A	Community	Hours of Operation	Estimated Amount of Contract allocated for this site	Clients Served



DEPARTMENT OF FAMILY AND SUPPORT SERVICES
Youth Services Division
Youth Service Coordination and Navigation Model
2021 Scope of Services

Contract Term: January 1, 2021 through December 31, 2021

SECTION A – GOALS AND OBJECTIVES

Program Goals

The Service Coordination and Navigation for Youth at Highest Risk of Violence (SCaN) is a program model aimed at stabilizing eligible youth in their current environment, increase their self-efficacy, and assist in their transition to adulthood. Ultimately, DFSS hopes that these interventions can help reduce their involvement in violence and contribute to a reduction in violence at the community-level. In addition, organizations will be required to participate in enhanced capacity building that will strengthen their understanding and interaction with the target population and increase their exposure to best practices in violence reduction strategies.

Target Population/Eligibility:

Youth that are **14-24 years old** from the following eight community areas: Auburn Gresham, Austin, East Garfield Park, Englewood, Humboldt Park, North Lawndale, Roseland and West Garfield Park.

Secondarily, youth must meet **two of the following criteria (at least one from Criteria 1 AND at least one from Criteria 2).**

Criteria 1:

- Active street engagement/ gang involvement
 - Actively engaged in street violence (clique, gang, group)
 - Reputation of key role in group
- Historical or active justice involvement
 - Multiple arrests, charges and convictions for violent felonies (i.e. homicide, battery, aggravated battery, domestic violence, armed robbery, weapons possession, stalking)
 - Recently released from prison (Illinois Department of Corrections or Illinois Department of Juvenile Justice)
 - Recently released from Cook County Jail
 - Recently released from Juvenile Temporary Detention Center
 - Currently on Cook County juvenile probation
 - Currently on mandatory supervised release/parole or Aftercare

Criteria 2:

- Previous involvement in violence
 - Recent victim/perpetrator/witness of violence or close family/friend was recent victim of violence
- Disconnected from school or work
 - Not currently enrolled in school or chronically absent more than 50% in the last quarter
 - Out of work for at least 6 months
- Documented online violent behavior (e.g. instigating or threatening violence; accepting credit for violence)



DEPARTMENT OF FAMILY AND SUPPORT SERVICES
Youth Services Division
Youth Service Coordination and Navigation Model
2021 Scope of Services

Contract Term: January 1, 2021 through December 31, 2021

SECTION B – REQUIRED CORE PROGRAM ELEMENT

Via the Service Coordination and Navigation Program Model, delegate will provide the following services and supports to eligible youth:

Navigators that will provide culturally competent and gender responsive services to youth 14-24 years old at the highest risk of violence. Navigators will offer the following services:

- A. Outreach and engagement with referral partners to identify eligible youth. **Engagement and outreach services should be up to two months to assess if a youth is willing to move to an onboarding (assessment) stage.** Key referrals partners include but are not limited to:
 - Chicago Police Department
 - Chicago Department of Public Health and street engagement teams
 - Chicago Public Schools
 - Chicago DFSS divisions – workforce, homeless and domestic violence unit and delegates (including the DV hotline)
 - Cook County Juvenile Court and Probation
 - Cook County Juvenile Temporary Detention Center
 - Cook County Sheriff's Office and Cook County Jail
 - Illinois Department of Juvenile Justice and Department of Corrections
 - Community based organizations
- B. Administer a validated assessment tool. Provider will use the following assessment tool(s) for case planning and goal setting (up to three goals) for each youth and mental health screening (when applicable):

Name of Assessment	Purpose/ Goal (youth, family, MH, trauma, education)	Link/ attachment

- C. Review youth case plans at least every three months to evaluate youth's progress.
- D. Provide services directly to youth or through a comprehensive connection network including but not limited to: transportation supports; housing/rental supports, mental health/substance use assessments and services; childcare and family services; reengagement back into school, training or job readiness programs; connection to employment; GED completion; career exploration activities; application/ access to TANF/SNAP/WIC benefits; food pantries; childcare; legal services; health and wellness connections to services for youth, children or family and ancillary supports (transportation, phone service and access, Wi-Fi and technology access; financial literacy and income supports).
- E. Connect youth to services and follow up communication within seven (7) business days from initial referral dates from CitySpan.
- F. Offer one CBT/ trauma informed activity to youth (and when applicable families) per month
- G. Program Manager will provide weekly and monthly oversight and supervision of Navigators



DEPARTMENT OF FAMILY AND SUPPORT SERVICES
Youth Services Division
Youth Service Coordination and Navigation Model
2021 Scope of Services

Contract Term: January 1, 2021 through December 31, 2021

- H. Program Managers and Navigators will develop, cultivate, and maintain community collaborations and network referral processes
- I. Program Managers and Navigators will conduct monthly reflective supervision
- J. Navigators will enter data daily (recommended) or weekly (required) into CitySpan and review CitySpan reports monthly to ensure data and program quality
- K. Navigators and Program Manager will participate in regular data driven meetings and learning opportunities to review program outcomes as well as build capacity among and between delegates. A schedule will be developed quarterly by DFSS Project Manager and staff.

Performance Outcomes

DFSS hopes that success across the following outcome goals ***will contribute to a reduction in violence*** at the community-level and collecting information on these performance measures will help the City build a wider evidence base on its impact to reduce occurrences of community violence.

To track progress toward achieving the outcome goals of this model and assess success, DFSS will monitor a set of performance indicators that may include, but are not limited to:

Outcome	Data Collection Method
40% of youth will be less likely to engage in violence based on intake criteria	University of Chicago Crime Lab partnership
50% of youth will have a sense of increased safety for person(s), family, and community	Search Institute Developmental Relationship survey; delegate administered feedback
75% of youth will report growth in sense of personal agency/self-efficacy and feeling safe in their environment	Search Institute Developmental Relationship survey; delegate administered feedback
Percent of youth that engage in, sustain, complete support programming identified during assessment/intake	<u>PLEASE SEE BELOW</u>
Percent of youth that engage in and sustain support programming (review of CitySpan)	
40% of youth will engage in and sustain employment supports (employment or skills training), if identified in their assessment as a targeted goal	40% of youth will engage in and sustain education supports (GED, credit recovery, high school enrollment, post-secondary enrollment, WIOA), if identified in their assessment as a targeted goal
40% of youth will engage in and sustain housing stability supports, if identified in their assessment as a target goal	Enhanced physical and emotional wellness (engagement in best practices in trauma-informed and/or healing-centered engagement)



DEPARTMENT OF FAMILY AND SUPPORT SERVICES
Youth Services Division
Youth Service Coordination and Navigation Model
2021 Scope of Services

Contract Term: January 1, 2021 through December 31, 2021

To monitor and recognize intermediate progress towards the above performance indicators, DFSS also intends to track output metrics that may include, but are not limited to:

- Number of youth recruited and enrolled in program
- Percent of youth that meet the target population criteria
- Percent of youth connected to services as identified by their assessment/intake
- Average length of time between referral for services and beginning of services
- Attendance at data driven and learning experience sessions by delegate

Data Reporting

As part of DFSS' commitment to become more outcomes oriented, DFSS will regularly collaborate (such as monthly meetings) with delegate agencies to review program performance, learn what works, and develop strategies to improve program quality throughout the term of the contract. Reliable and relevant data is necessary to ensure compliance, inform trends to be monitored, evaluate program results and performance, and adjust program delivery and policy to drive improved results. **As such, DFSS reserves the right to request/collect other key data and metrics from delegate agencies, including client-level demographic, performance, and service data, and set expectations for what this collaboration, including key performance objectives, will look like in any resulting contract.**

Upon contract award, delegate agencies will be expected to collect, and report client-level demographic, performance, and service data as stated in any resulting contract. These reports must be submitted in a format specified by DFSS and by the deadlines established by DFSS. DFSS currently utilizes CitySpan for our data collection. **Respondents will be required to complete daily and weekly data updates and run reports as needed per DFSS.**

Delegate agencies must implement policies and procedures to ensure privacy and confidentiality of client records for both paper files and electronic databases. Delegate agencies must have the ability to submit reports electronically to DFSS. The City's Information Security and Information Technology Policies are located at https://www.cityofchicago.org/city/en/depts/doi/supp_info/is-and-it-policies.html.

Meetings

Regular reviews of and conversations around program performance, program results and program data, particularly related to the goals outlined in this agreement, will allow DFSS and the delegate agencies to employ real-time information to track performance, identify good practices, and effectively address any challenges experienced on the ground by delegate agencies and the target population.

At such meetings, the parties will review data and reports to:

- a. Monitor progress, highlight accomplishments, and identify concerns;
- b. Collaboratively design and implement operational changes to continuously improve processes and outcomes; and
- c. Develop strategies on broader systems changes to improve service delivery and coordination between services.

Periodic (monthly or bimonthly) meetings will take place according to a schedule to be established by DFSS, with reasonable notice provided for delegates. Meetings shall include, at least, the DFSS Division Director, Project Manager, or designee, and the delegate agency's Program Manager, or designee. Each party may be represented by additional representatives as such party deems appropriate. DFSS may request the attendance of additional parties as it deems appropriate (i.e. Navigators, Executive Directors, etc.). Representatives from delegate agencies will attend all meetings as requested by the Department. Meetings may take place individually or jointly with other delegate agencies.



DEPARTMENT OF FAMILY AND SUPPORT SERVICES
Youth Services Division
Youth Service Coordination and Navigation Model
2021 Scope of Services

Contract Term: January 1, 2021 through December 31, 2021

Uses of Data

DFSS reserves the right to use data related to delegate agency performance, including but not limited to data submitted by the delegate agency for the following:

- a) To review program performance and develop strategies to improve program quality throughout the term of the contract. In the event of under-performance at the end of the first, second or third quarter (as deemed appropriate by the DFSS Program Manager/Liaison) the delegate agency must submit a Corrective Action Plan (CAP) in writing to indicate how they will improve performance by the next quarter.
- b) To guide DFSS program development, evaluate programs, inform policies, and inform contract decisions such as payment rates, contract extensions or renewals, and evaluation of proposals by the delegate agency in response to any future solicitations by DFSS for goods or services.
- c) Any other purposes identified by DFSS.

SECTION C – CORE ELEMENTS

- A. Provide services for 48 youth at the highest risk of violence (14-24) from one of eight designated communities. Services should be in person, virtually, or in places and spaces that are agreed upon by the youth.
- B. Complete a case plan with youth with three identified target goals that move the youth towards safety and less involvement in violence (e.g., housing stability, clearing of criminal history or pending cases, return to employment, securing childcare resources for children, etc.)
- C. Services should be reviewed every three months by Program Manager, Navigator and youth to assess connection success and challenges.
- D. Program Managers will provide reflective supervision and self-care supports for Navigators on a regular basis (monthly recommended at a minimum).
- E. Participate in monthly data driven and learning opportunity sessions to engage in peer-to-peer support and learning, data analysis review and program adjustments and opportunities for increased capacity building for delegate and staff.

SECTION D – PAYMENT STRUCTURE

Method of Payment

Agencies should be aware that the City will make payments for services on a reimbursement basis. Payment will be made 30 days after voucher approval. Agencies must be able to proceed with program operations upon award notification. Agencies must be able to demonstrate administrative costs will be capped at 20% percent. Vouchers must be submitted 15 calendar days after the end of the month in which services were performed.



DEPARTMENT OF FAMILY AND SUPPORT SERVICES
Youth Services Division
Youth Service Coordination and Navigation Model
2021 Scope of Services

Contract Term: January 1, 2021 through December 31, 2021

SECTION E – SUBMITTAL AND APPROVAL

ACKNOWLEDGEMENT

Agency Name:

Agency PO#

☐ By checking this box your agency certifies that it has read and understands Sections A, B, C, and D of this document

a) Applicant signature	
b) Name (typed)	
c) Date submitted	
d) DFSS Staff signature	
e) Name (typed)	
f) Date approved	

- This document must be printed in portrait format and single sided only